



NCID Frequently Asked Questions

As part of the NC E-Procurement upgrade, and pursuant to the Statewide IT Security standards and current IT plan, the State will leverage NCID as the password authentication tool when logging in to the system. To be prepared for this move, we have asked NC E-Procurement Administrators and NCID Delegated Administrators to confirm that all users needing access to NC E-Procurement have an NCID. Below are some frequently asked questions about NCID and establishing user accounts in the NCID system.

I do not know how to use NCID or do not know how to access NCID.

NCID can be accessed by going to <https://ncid.nc.gov/>

For an overview of NCID, please view the [Introduction to NCID](#) training video or review the [NCID User Guide](#). Please feel free to forward this information for training purposes to other NCID users in your organization.

I want to be an NCID Delegated Administrator (DA) to manage NCID users in our organization. What should I do?

If your organization already has another NCID DA, you should reach out to the DA and ask that they promote you to DA as well. For a list of NCID DAs, please visit the [NCID website](#).

If your organization does not have an NCID DA, please send a request to create an NCID DA to the NC E-Procurement Help Desk at eprocurement@its.nc.gov. Please include the nominated Delegated Administrator's full name, email address, and phone number.

I am an NCID Delegated Administrator. How do I add and remove NCID users for our organization?

If you are an NCID DA for your organization, but do not know how to add or remove NCID users, please view the [Creating Employee Accounts](#) video.

We have several people in our organization who need access to NCID. Manually creating accounts for all the users will take a long time. Is there an easier or faster way of creating employee accounts?

Employee accounts do need to be created individually on the NCID web site. However, one way to reduce the time to manually create employee accounts is to temporarily promote other employees' NCID account to that of a DA to enable multiple people to add users. Once the required NCID accounts have been created, the permanent DA can demote the temporary DA accounts.

To learn how to complete these steps, please watch the video [Promoting / Removing Delegated Administrator Rights](#).

I have more questions. Whom do I contact?

Additional [Frequently Asked Questions](#) are available on the NCID website. For further training, and information, visit the [Training and Documentation](#) section of the NCID website.

If you still have questions, please contact the NCEP Helpdesk at 888-211-7440, option 1 or ephelpdesk@its.nc.gov for NC E-Procurement related questions.

For NCID related questions, please contact the ITS Helpdesk at 800-722-3946 or its.incidents@its.nc.gov